SAILSNetwork News

Kindle compatibility tips

Since Overdrive has been offering compatibility with the Kindle, we've seen an even bigger increase in our e-book circulation with Overdrive. We lent over 1,200 more titles in October over September! One patron told us, "The teaming with Kindle is great; it makes the site much easier to use."

This has gotten us to become more familiar with how the lending works and have come up with some answers to patrons' questions, which we will share here, with you. We've also updated our **Overdrive Help Site** (https://sites.google.com/site/ebooks4libs/) and encourage you to take a look at some of the other solutions we've found.

How to check out a Kindle e-book and put on a Kindle

1. After you find the e-book you want, select "Add to Cart" next to Kindle Book.

2. Select "Proceed to Checkout".

3. Verify the loan period. You can choose 7 or 14 days. Select "Confirm Check Out".

4. Select "Get for Kindle".

5. Select "Get library book".

6. At this point you will need to sign in to your Amazon account. If you do not have an Amazon account, enter your email address and then check "No, I am a new customer".

7. Select your Kindle from the dropdown menu, and click "Continue".

8. If you have WiFi the eBook will begin downloading immediately (library eBooks do not work over 3G). If you don't, select "Download now" to transfer via USB.

9. If using USB, connect your Kindle to your computer. Select "Save File" and "OK".

10. Save the file to the "documents" folder on the Kindle. Select "Save"

11. At the pop up window, select "Open with Kindle" and then "OK".

How to return a Kindle e-book early

Log onto Amazon. Go to your Kindle library on the Amazon site and click on "actions" next to the title you want to return. One of the options is to return the item.

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Trivia Question #1

If you want to create a permanent list (My Lists), how do you have to log in to the e-catalog?

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SAILS Network Wiki

How many times have you wondered what services the other libraries in the network offer their patrons? Sure you could dig around their website, send them an email, or give them a call. Wouldn't' it be nice if this info was all in the same place?

We now have a wiki up and running for any member of the network, just for this purpose. What is a wiki? It's really just a website that lets members log in and make changes, depending on their login settings. The origin of the word comes from the Hawaiian word, wikito, which translates to hurry; quick, fast. That's our idea to, get your information out to other members, quickly!

Our wiki is a private subscription so any information on the wiki will only be shared with members of SAILS and not the general public. That being said, the purpose of this wiki is to share information about our libraries with each other: our workflows information (codes, circs maps, user profiles, etc…), general library information, and information about the services provided by each library.

If you've never used a wiki they are designed to be very intuitive, and editing your page can be as easy as typing up a word document. Once you're looking at your library's profile page, click the "Edit" button at the top right, and you're good to go. I have provided a lot of information already for everyone, so you won't be looking at a blank page when you log in for the first time. All your Workflows codes are there, as well as a general skeleton of suggested headings to write about.
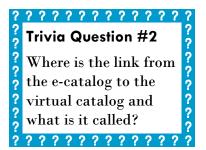
Because it is a private wiki, even if you have a wikispaces account, you will need to be approved to use it. To gain access, simply email support@sailsinc.org.

The most important thing to keep in mind with wikis is that they get better the more people use them and contribute. Anyone on your staff can request access. Look for upcoming training sessions on how to navigate and edit the wiki if it seems daunting. Otherwise, I'll be looking forward to everyone's requests for access. Let's have some fun with it! -Ben

Reminder about processing clean holds shelf

If the clean holds shelf items aren't handled properly it can generate a notice and a patron is notified in error that an item is available for pickup. If you don't actually put an item in transit it appears to be on the shelf even when it is intransit. Obviously this causes much confusion and frustration.

Please remember to watch the screen and respond properly. You also need to double check your properties to make sure that the Display hold instructions and Display transit instructions are checked. This would need to be done in Discharge and Bookdrop.

Trivia Question #2

Where is the link from the e-catalog to the virtual catalog and what is it called?

Plainville's e-catalog promo

If you ever need print quality graphics for any of the SAILS logos, please email eservices@sailsinc.org.

We also have two versions of the brochure available at:
http://www.sailsinc.org/brochure/

One is an Adobe .pdf file to print out as is. The other is a Microsoft Publisher file that can be modified for your library. These are double-sided, 8.5"x11" handouts.

Monthly Trivia—Congratulations Denise Charland!

Denise Charland, from the Russell Memorial Library (Acushnet), is our October trivia contest winner. We had entries from Acushnet, Dighton, Fall River, Middleboro, New Bedford, North Attleboro, Norton, and Somerset.

The Answers:

1. **If you don't have a kindle ebook reader (device), what other ways can you read a kindle ebook with Overdrive?**
   You can download the kindle app. This works on iPhones & iPads, Windows PCs, Macs, Blackberry phones, Android phones, and Windows Phone 7. The kindle cloudreader is an app that installs in a Firefox or Chrome browser. You can also set this up to read off-line.

2. **What format does a patron's phone number need to be entered into their record? Just give an example of a properly formatted phone number.**
   Everyone got this one correct. The proper format is: xxx-xxx-xxxx.

3. **What new feature in the e-catalog is your favorite?**
   Responses included:

   - Patrons can update their email themselves now.
   - No longer have suspend hold option available on the place hold screen
   - Patrons can get their PIN emailed to them automatically
   - ability to review materials and adopt some social interaction
   - Tag browsing via Library Thing!
   - Reviews
   - Finding books in a series / series browser

We have gotten some positive feedback on the e-catalog, but want to share this one, from a rather heavy user, who is also a senior citizen. He says, "I logged into Sails tonight and wow! what a great interface. Much easier to navigate - especially renewals. The green borders brighten the page and also enhance navigation by making the text menus easier to see.

The Entrepreneurial Learner in the Internet Age, or Why is everything moving so damn fast and how do I keep up?

From Internet Librarian 2011, Key Note John Seely Brown

Slideshow available at: http://conferences.infotoday.com/documents/125/JohnSeelyBrown.pdf

What's an entrepreneurial learner? One who wants to learn new things all the time. The 20th century was an s-curve, meaning that it was stable over decades. Now the structure is exponential - skills, social practices & institutions evolve around new technologies. These thing used to have time to evolve but now the needed skills change every 5 years. Going back to school isn't solution. What can be? Libraries! Libraries can play big roll in learning these new skills.

There is no long term learning of skills. We're changing from using authoritative texts and known learning tools to "knowledge flows" that come from groups of people working, interacting, and thinking together. Institutional works are not created, critical reason is more important so we need to know what's good without an authoritative publisher behind it.

Knowledge now comes from "moments of encounter", "no fixed epistemologies or canons". Are we prepared for this? Are we preparing our students/patrons? More than the skill of learning how to learn we need new viewpoints. These can't be taught, just encouraged. How are people around you are working? The library is now more important as physical space where everyone learning together.

Dispositions of an entrepreneurial learner:
Curiosity - pulling info on demand – picture a 2 year old watching a 5 year old using an iPhone and learning from observation.
Questing - sense of wanting to probe things, uncover mysteries
Connecting - learn from each other - so how do we connect to figure things out? Social networks, shared spaces, etc.

New approaches to learning, new practices, new ways to think/act. I think therefore I am - knowledge is substance but now there's a shift to a social view of learning - we participate therefore we are. Understandings are socially constructed – we have to make knowledge personal to understand it. A finding from Harvard found your ability to join or form your own study groups to talk through material, learn together is the best indicator of success at college today. That's why collaborative study groups are so important. This also works digitally - social networks, SMS, IM, etc. Connections of learning are spread through all the connections – a professor at the University of Michigan commented that he's not teaching just the people in his class, but there are really 250,000 people learning. How? Through all the connections of the various social media his students are using to share the information with their networks.

New practices - Wikipedia vs. Britannica are now about as accurate as each other - accuracy is the wrong focus on how good it is. Wikipedia opens up the back room of Britannica; we see the edits and scholarship that underlies our business, we see the contests between information accuracy. It created a new reading practice. We can't read Wikipedia same as Britannica or we would go crazy. It's not a cover to cover work, but one that's constantly changing and still being contested. Points of view change over time. How can you make sense of the arguments? That's what needs to be taught as well as the facts within. Content used to be the focus, but now context is fluid in social media. Context couldn't be changed with the printed word, but in the digital world, it is.

Blogging and remixed - blogging is joint context creation - links and comments make it a conversation rather than a production. Jazz and blogging are similar, "intimate, improvisational, and individual—but

Entrepreneurial Learners, continued
(Continued from page 4)

also inherently collective. And the audience talks over both."

Too Big to Know - David Weinberger - Topics have no boundaries and nobody agrees on anything. Collectives are made of folks who share participation of personal interests - no demands on its users, no tests or lectures, yet learning happens all the time. Gardening groups, pro-amateur astronomy groups, etc.

The Bigger Picture
Entrepreneurial learners are masters of making and tinkering. Make contexts, not just content/things
Homo sapiens - man as knower
Homo faver - man as maker
How do we bring knowing and making together?
New dimensions to the creation of meaning are opened.
Remix - making new context to old content and giving new meaning. Changing music can alter what you actually "see" - imagination fills in more powerfully than what is really seen – think of the Jurassic Park scene of the man being chased, then eaten by the dinosaur, nothing is really shown in the movie, but our minds fill in the blanks. Radio can be more visual than the screen.

A Belief - a world that's constantly changing demands us to view the world differently - how do we do this? How do we do this for libraries?

By understanding play - this is John Seely Brown's hypothesis, belief.
Lomo Ludens have a highly distinctive concept of play. They need to be able to deal with the following;
Need the freedom to fail and fail again, then get it right. Think of extreme sports. If you're not able to fail, you'll never learn a complex task. Writing poetry is another example. You have to tinker with which word works best, etc.
Need to be able to treat learning as riddles, which can leads to a reframing or re-registering of the world. Mysteries come together and are resolved. Kids today learn this way when they play for the first 2 or 3 years. Repeat, repeat - fails over and over until things fall into place. Piaget says it works like this for adults too, this is the way we can construct new lenses, new ways of seeing the world.
Here's an example of a simple reframing. Solve this riddle. A black dog is sleeping in the middle of a black road that has no streetlights and there is no moon. A car coming down the road with its lights off steers around the dog. How did the driver know the dog was there?

Three epistemologies - knowing, making, playing - via tinkering > embracing change
If you think someone has the answer (manual) with new technology, rather than tinkering to figure it out, you'll be frustrated. Part of it is to develop effective moves – learning to hold down a button longer makes something happen on a smart phone. You have to be able to play.
Play with reframing will help you embrace change - how do you make these paradigm shifts personal?
Knowing what vs. knowing where - how good am I in navigating the blogosphere? Have to play with the Infosphere out there in order to get to know it.
How do we cultivate imagination - what ifs, riddling & world building - a new kind of deep tinkering that plays with change. Think of Harry Potter – kids are creating essays, building the back stage. This is a new form of close reading and they created a new genre of music to go along with it.
Networks of Imagination, such as Harry Potter (Pottermore.com), World of Warcraft, develop from a collective action.
"Where imaginations play, learning happens."
Back to the future – think of the one room school house where the teacher is mentor and gets younger students to help older students and vice-versa. These are the kids who will be the next inventors. As librarians, we should think of how we can help in developing these traits for ourselves and our patrons.

SAILS Staff

Debby Conrad, Executive Director
dconrad@sailsinc.org
(508) 946-8600 x211
AIM Screen Name: DKC101652

Laurie Lessner, Asst. Director for Technology Services
llessner@sailsinc.org
(508) 946-8600 x214
AIM Screen Name: laurclW

Jennifer Michaud, Network Cataloger
jmichaud@sailsinc.org
(508) 946-8600 x215

Benjamin Phinney, Member Services Librarian
bphinney@sailsinc.org
508-946-8600 x218

Jorj Pitter, Desktop Support Technician
jpitter@sailsinc.org
(508) 946-8600 x219

Kristin Slater, Manager of Bibliographic Services
kslater@sailsinc.org
(508) 946-8600 x213
AIM Screen Name: Baloo2782W

Claudette Tobin, Cataloging Associate II
claudette@sailsinc.org
(508) 946-8600 x216

Upcoming Events

- **11/16—Board Meeting**
  10 AM—noon, SAILS

- **12/07—Adding records in Workflows**
  9 AM—11:30 AM, SAILS

Network Statistics

	Oct '11	Oct '10	Total FY'11
Total Intranetwork Loans	56,788	58,616	234,211
Total Items Circulated	373,451	375,133	1,576,596
Gutenberg	190	0	987
OverDrive Circulation	6,186	2,421	20,657
TumbleBooks	15,765	14,142	45,119
All Formats Circulated	395,592	391,696	1,643,359
VirtCat Items Borrowed	1,143	1,114	4,422
VirtCat Items Loaned	655	595	2,393
Cataloging Requests	3,140	3,625	15,564
MARC Records Added	5,513	4,940	34,242
Patrons Added	3,855	3,553	19,185
Patron placed holds	46,935	48,864	195,824
Total MARC	1,125,197	1,102,097	
Total Holdings	3,761,497	3,718,721	
Total Patron	465,328	457,423	
Total Uptime	99.5	99.93	

Trivia Question #3
Name three types of added content from LibraryThing for Libraries.

Submit your answers to this month's questions at: http://www.surveymonkey.com/s/novtrivia